

Expectations

As a vendor participating in Sprout, A Homegrown Project, there are certain expectations regarding professionalism, both as a business owner and a cashier. While many of these expectations overlap between these two roles you have contractually agreed to fill, and may even be familiar to you, there are some that may be new to you, in either of your capacities as owners or as cashiers. The following are the general guidelines for your time at Sprout and will aid in your success in this network of business owners and fellow cashiers.

Vendor expectations

As business owners and now Sprout Vendors, professionalism is always expected of you. Whether you find yourself in a conversation with BDC employees, customers, or even elected officials at times, your actions reflect your business AND your character, and so it is not merely a recommendation that you conduct yourself with the utmost respect and kindness with all whom you meet. This is required of you in this space.

While there is no way to enforce this in all circumstances (nor would we want to enforce this in all circumstances), there may be situations in which the management team, in conjunction with the BDC team, will find it appropriate to issue formal constructive criticism or feedback to individual vendors. If you are a recipient of this, know that we trust you to receive it gracefully and in the knowledge that we care for and desire the growth of your professional image. Being a vendor does not mean being perfect from day one... it just means striving toward improvement.

It is for this reason that there is also a way for you as vendors to submit formal complaints about issues that arise in the workplace. If it is your wish to bring something to the attention of the managerial staff or the BDC staff, please use the following format in an email addressed to the correct person:

[Insert Person's Name],

This is [Your Name] from booth [your booth number] at Sprout. I am emailing you to make you aware of a concern that came to my attention. [Detail your concern here].

Thank you for your consideration. Please let me know if you need further information from me.

Respectfully,

[Your Name]

Cashier Expectations

As a cashier at Sprout, your interactions will be with three groups of people: customers, managers, and other cashiers. All three groups demand equal amounts of respect, but your communications with each group will differ.

CUSTOMERS

With customers, you are expected to be friendly and welcoming. However, you are also expected to uphold our terms of sale. No matter who the customer is, we do not accept cash. We do not accept returns, offer exchanges, or give refunds. As a cashier, if a customer brings a receipt and a product that they bought at Sprout, explains that they had issues with the product, and has questions about what they can do with it, kindly ask them to leave the item and receipt at the front of the store so that they can then find the correct vendor's contact information in the booth where they purchased the item from. If there is no information, alert your manager to the situation.

Often you might hear the saying, the customer is always right, and in many cases they are. Here at Sprout, because of our centralized POS, issues that customers may have must, for the most part, be directed to vendors individually, and not handled collectively.

CASHIERS

When interacting with other cashiers, professionalism is again our priority. When working with another cashier, you make up the POS team. While you are both operating your individual terminals, you are to assist and aid each other when necessary.

Showing respect to one another is not optional. Remember and apply the golden rule: treat others how you would want to be treated. This has direct implications when considering the words that you use and the conversation you have. Gossiping, complaining, and cursing will not be tolerated. Each of these breaches professional boundaries that are necessary to maintain our environment. Even if you are working with a cashier who you would consider to be your friend, your speech must be curated to fit this guideline. This is especially important when talking about other vendors' booths and/or products.

MANAGERS

There are two different situations in which you might interact with your manager. The first is in public, where you are interacting with a manager in a similar way to how you would act with a cashier. In this situation, you are to show the same respect and self-control that you would when interacting with a cashier.

The second type of interaction, however, is a little different. In instances where you might have

to have a private conversation with a manager (including but not limited to formal complaints, formal feedback, and questions pertaining to individual situations that a cashier or manager would prefer to be kept private from other cashiers and customers), the individuals in question might step into the back room, outside of the audible range of customers and other cashiers, in order to discuss in confidence any particular issue. This eliminates the possibility of gossip and public complaining, both of which were addressed in the section pertaining to cashier interactions. Cursing, however, is unacceptable in any circumstance, even though these private conversations allow for honesty and formal complaints.

Procedures

Within Procedures, there are two categories: POS Procedures and Shift

Procedures. [POS Procedures](#)

USING THE POS

After you log into the POS with your cashier ID, there are a few different things to remember. When you are processing a transaction...

1. Collect payment
2. Offer a receipt to the customer
 - a. If they do not request a receipt for their own records, **YOU STILL NEED TO COLLECT A SIGNATURE FOR SPROUT.**
 - b. Keep signed receipt.
 - c. Managers will then take all the saved receipts and add the totals by card type to the running Excel spreadsheet in order to maintain accurate accounting.
3. Place all purchased items in an appropriately sized bag.

ITEMS WITHOUT TAGS

At times, a vendor may have missed an item, or mislabeled it. When this comes to the attention of the cashier, kindly alert the customer that they may find another item with a tag on it. The untagged item must be set aside for the vendor to label the item. Managers must also be alerted to the situation so that they can contact the vendor with the missing label.

Shift Procedures

CLEANING SPROUT

Cleaning at Sprout consists of only a few different tasks.

1. Cleaning bathrooms
 - a. Use a microfiber cloth and Windex to clean the mirrors in both bathrooms.
 - b. Use the microfiber cloth and all-purpose spray cleaner to clean the sink and toilet.
 - c. Use Stock toilet paper, paper towels, and soap.
 - i. Instructions for how to replace paper towels can be found inside the paper towel dispenser.
 - ii. Use the key to unlock the toilet paper rolls.
 - d. Check trash cans.
 - e. Mop the floor.
2. Cleaning the Carpet
 - a. Vacuum all areas of the carpet within Sprout.
3. Cleaning the counter
 - a. Use all-purpose cleaner to clean the counter at the front.
4. Cleaning the windows
 - a. Mix window cleaning solution with water in one side of the red bucket.
 - b. Fill the other side with water hot water.
 - c. Use the correct handle and squeegee to clean the windows.
5. Cleaning the break room
 - a. Clean the fridge every Sunday.
 - b. Clean the microwave every Sunday.
 - c. Sweep as needed.

STOCKING SPROUT

As a cashier, you do not need to restock other vendors' inventory. The following is what you need to make sure is stocked at the front at the beginning of every shift:

1. Brown paper bags
 - a. Small, Medium, Large, and Extra Large.
2. Gift Paper
 - a. Make sure that you have enough gift paper at the front for your shift.
3. Security tags
 - a. These are the tags that vendors may use on their products. They will be removed from products during the checkout process. Replace them to the proper bins at opportune times.
4. Shopping baskets
 - a. Shopping baskets belong in two main locations: near the front entrance and in the left aisle, halfway to the back of the store. When baskets accumulate at the

front, at the desk, or in the middle of the store, redistribute them in order to have an even number between the front and back.

General Procedures

PHONES

During your hours at Sprout, we hope that you will use your time efficiently and productively. Phone use should be limited to professional tasks for the most part. We encourage the use of phones and technology for the purpose of marketing and advertising. Going live, posting product photos (etc.)... these are appropriate uses of technology.

The use of the Sprout phone is restricted to managers. If you happen to be near a phone when a manager is not, you may pick up and answer the phone. Find out who you are speaking with, and then bring the phone to the manager on shift, muted.

REQUESTING A DIFFERENT SHIFT

If you are unable to make it to a scheduled shift, it is your responsibility to procure a replacement. Use the binder at the front of Sprout to find another vendor who you might trade shifts with. You must fill out a shift request (found behind the schedule), and have a manager approve the schedule change.

Opening Procedure

At the beginning of each shift, managers and cashiers must ensure that Sprout is open and ready for business.

Tasks:

1. Bathrooms
 - a. Use a microfiber cloth and Windex to clean the mirrors in both bathrooms.
 - b. Use the microfiber cloth and all-purpose spray cleaner to clean the sink and toilet.
 - c. Use Stock toilet paper, paper towels, and soap.
 - d. Check trash cans.
2. Vacuuming
 - a. Ensure that the floor is well kept, vacuuming where needed.
3. POS
 - a. Turn on all three computers.
 - b. On POS computers, log into the terminal software, using favorited link on the

- browser.
 - i. POS-1
 - 1. Terminal ID: T46847
 - 2. Password: Sprout2023!
 - ii. POS-2
 - 1. Terminal ID: T11118
 - 2. Password: Sprout2023!
- c. Once in Simple Consign, open terminal.
 - i. Ignore Bill Count.
- d. Enter Cashier Pin when ready to check out.

Closing Procedure

At the end of each night shift, managers and employees must ensure that Sprout is ready for close.

Tasks:

1. Bathrooms
 - a. Use bleach toilet bowl cleaner, and let the bleach sit in the toilet overnight.
 - b. Empty trash cans and replace trash bags.
2. Front desk
 - a. Use a microfiber cloth and all-purpose spray to wipe down the counter.
 - b. Empty trash cans and replace trash bags.
3. Trash
 - a. Take trash bags out to the dumpster in the back, located on the wall closest to Tonys.
4. Mop the bathroom floors
 - A. Weekly mopping every tuesday. Mop and buckets provided gloves and Fabuloso can be found in the back room

Beginning your shift

When you arrive for your shift...

- Hang coats in the back room
- Store purses, backpacks, and lunch bags in the back.
- use your own lock that you take with you at the end of the shift.

Checkout Procedures

1. Greet customers (ready to check out?)
2. Remind customer **CARD ONLY AND NO RETURN OR EXCHANGES**
3. Ring up every item
4. Make sure items on screen match the price tag when scanning
4. Use tissue paper for necessary items such as glass cups and delicate items.
5. Always get the customer's signature.
6. Save the sign receipts.

Register notes

- log yourself out after done charging
- Especially when more than two cashiers on site
- We do not have to be assigned to one computer all day, since there is no cash till there is no need to worry about cash shortage .